



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

4 May 2026

Tēnā koe

Official Information Act Request

Thank you for your email of 8 March 2026 to the Ministry of Social Development (the Ministry), in which you make the following request:

- 1. Any internal or external workplace wellbeing survey results for surveys taken in the last 2 years for your respective organisations; and/or*
- 2. any other similar information related to staff perception/experience of workplace culture, wellbeing, reputation, etc., within that same period.*

I have considered your request under the Official Information Act 1982 (the Act). Please find my response to your request set out below.

1. Any internal or external workplace wellbeing survey results for surveys taken in the last 2 years for your respective organisations

The Ministry did not conduct any specific internal workplace wellbeing surveys in the last two years.

In March 2025, the Public Service Commission - Te Kawa Mataaho conducted the Public Service Census – Te Taunaki, a whole-of-public-service survey of public servants working in departments and departmental agencies. The survey included measures of employee engagement and wellbeing.

The Ministry participated in this survey. The results are publicly available and are published by the Public Service Commission on its website here: www.publicservice.govt.nz/data/public-service-census.

2. Any other similar information related to staff perception/experience of workplace culture, wellbeing, reputation, etc., within that same period.

Change Pulse Survey

Within the last two years, the Ministry has undertaken Change Pulse surveys to capture staff perceptions during periods of organisational change. In August 2024 and November 2025 these surveys included a Net Promoter Score (NPS) question asking whether employees would recommend the Ministry as a great place to work.

NPS is a metric used to measure loyalty or satisfaction. Scores can range from -100 to +100 and calculated by subtracting the % of detractors from the % of promoters. The Ministry results are based on a small subset who volunteered to respond.

The results as at November 2025 are attached as **Appendix One**.

Exit Survey

The Ministry also operates an ongoing Exit Survey to understand the experiences of employees when they leave the organisation. The survey includes questions relating to overall satisfaction, wellbeing, and NPS, which asks respondents how likely they were to recommend the Ministry as a good place to work.

The Exit Survey methodology changed on 1 April 2025. As a result, the information is presented across two periods, reflecting the respective survey designs. The results are supported by visual survey outputs, which are included with this response (noting that this is an optional survey for those leaving MSD, with a relatively small sample size) .

The results for time period 1 April 2025 – 16 March 2026 are attached as **Appendix Two**.

EAP data

The Ministry receives high-level reporting from its EAP provider (TELUS Health) on service usage trends and presenting themes. This information provides general insight into areas of wellbeing concern across the workforce; however, it is not a structured or targeted survey instrument and is not designed to produce conclusive findings or robust evidence regarding staff perceptions or experiences, and neither should be interpreted as such.

EAP is predominantly used for personal reasons, for example, relationships and grief counselling. In the six-month period July 2025 – December 2025, 22% of EAP use (counselling sessions) was reported as relating to organisational reasons.

The breakdown of organisational reasons as a percentage of all EAP use is as follows:

Reason	% of all EAP use
Workplace Stress	15%
Workplace Change	2%
Work Relationships/Conflict	2%
Work Performance	1.3%
Workplace Demands	<1%
Workplace Violence/Harassment	<1%
Bullying and Harassment	<1%
Role Satisfaction	<1%
Fit For Work	<1%
All organisational	22%

Wellbeing Strategy

The Ministry is currently undertaking staff consultation for the Workplace Wellbeing Strategy. We have identified 9 documents in scope of your request relating to this strategy, however as this work is ongoing and contains free and frank opinions shared by staff about their wellbeing at work, these documents are withheld in full under section 9(2)(g)(i) of the Act to protect the effective conduct of public affairs through the free and frank expression of opinions.

Where I have decided to grant your request, I have done so by providing you with a summary of the relevant documents (section 16(1)(e) of the Act refers). This has been done to ensure interests under section 9(2)(g)(i) of the Act remain protected, whilst also ensuring sufficient information is provided to address any transparency and accountability reasons favouring release of the information.

It is important to note that the Wellbeing Strategy is not a survey but an engagement process that is designed to inform the strategic direction of the programme through staff and stakeholder input. The engagement sessions were mainly iterative discussions.

An initial summary of the engagement sessions and themes were identified, however, because there are still additional workshops scheduled, the information is not yet finalised and is not included as part of the summary of the documents.

Note that this summary only covers the first two Phases of the Wellbeing Strategy work.

Summary of documents

The Ministry identified information that comprises of:

- perceived topics that are important to staff members
- post it notes
- staff suggestions; and
- confirmation that the proposed direction was the right one for improving workplace wellbeing at MSD.

The Ministry is happy to provide you with any updates once the strategy is completed.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

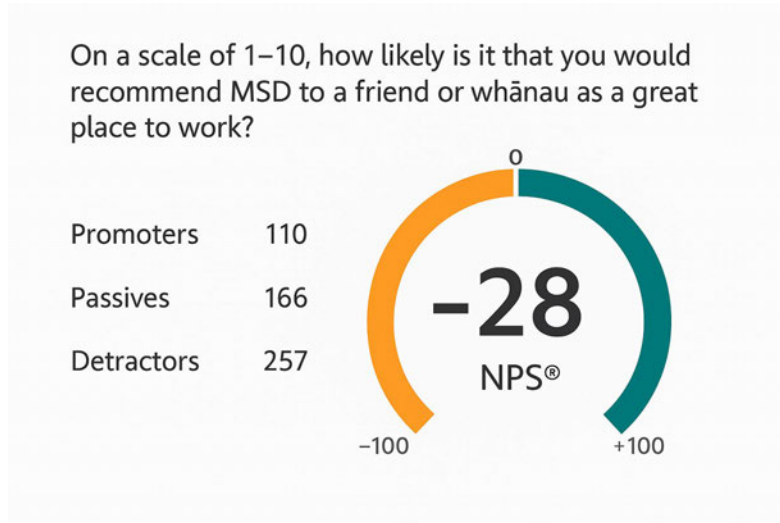
Ngā mihi nui



pp.
Anna Graham
General Manager
Ministerial and Executive Services

Appendix One: Summary of Change Pulse Survey results

Summary of all responses from employees - Time period: November 2025

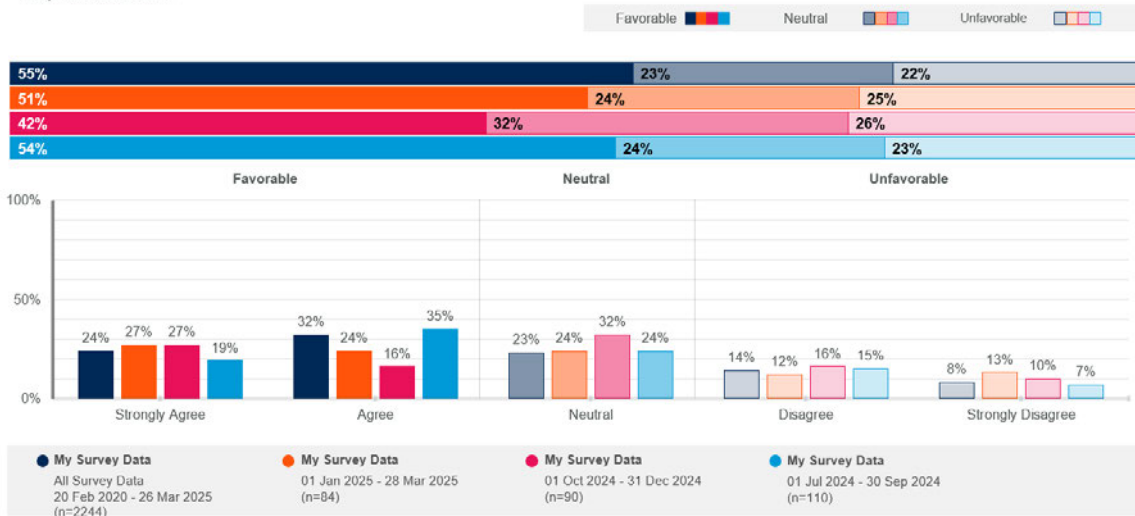


Appendix Two: Summary of Exit Survey (Wellbeing part only)

Time periods: (All time) 20 February 2020 – 26 March 2025; 1 July 2024 – 30 September, 2024; 1 October 2024 – 31 December 2024; 1 January 2025 – 28 March 2025

The Ministry cared about my health and wellbeing.

Response Count: 2244

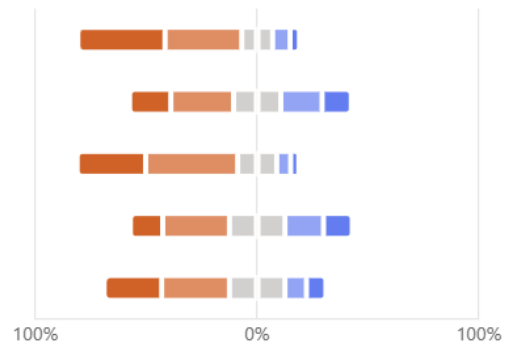


Time period: 1 April 2025 – 16 March 2026

8. How strongly do you agree or disagree with the following statements about health, safety and wellbeing at MSD? [More details](#)

Strongly agree Agree Neutral Disagree Strongly disagree

- I felt physically safe while working at MSD
- I felt mentally/psychologically safe while working at MSD
- MSD effectively managed things at work that could physically harm workers
- MSD effectively managed things at work that could mentally/psychologically harm workers
- Management at MSD were genuinely committed to continuously improving health, safety and wellbeing



8. How strongly do you agree or disagree with the following statements about health, safety and wellbeing at MSD? [More details](#)

● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

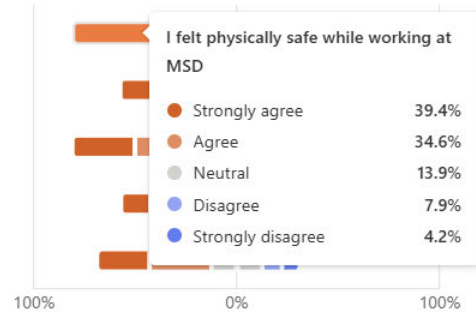
I felt physically safe while working at MSD

I felt mentally/psychologically safe while working at MSD

MSD effectively managed things at work that could physically harm workers

MSD effectively managed things at work that could mentally/psychologically harm workers

Management at MSD were genuinely committed to continuously improving health, safety and wellbeing



8. How strongly do you agree or disagree with the following statements about health, safety and wellbeing at MSD? [More details](#)

● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

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Management at MSD were genuinely committed to continuously improving health, safety and wellbeing



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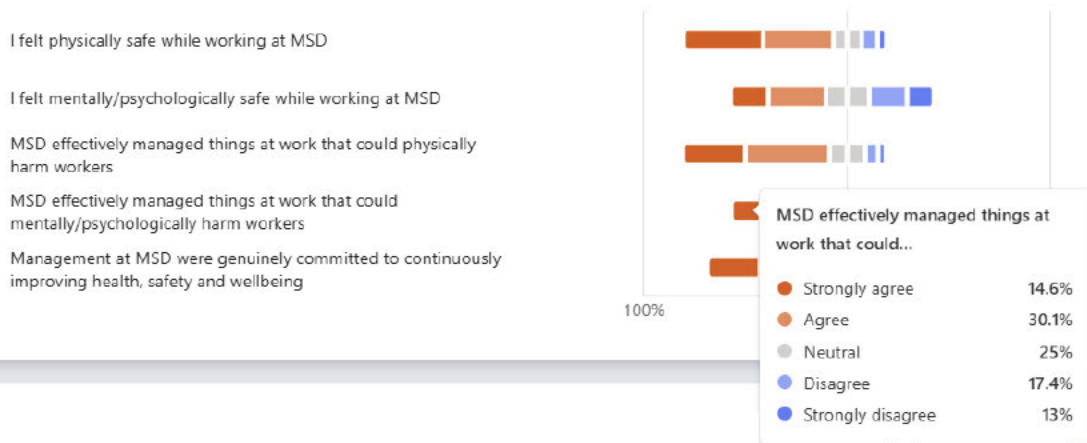
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[More details](#)

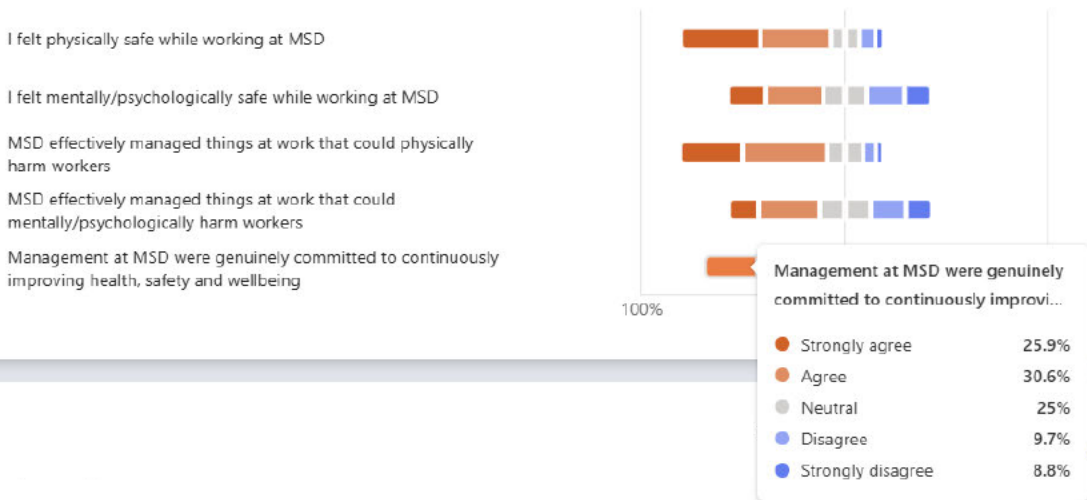
● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree



8. How strongly do you agree or disagree with the following statements about health, safety and wellbeing at MSD?

[More details](#)

● Strongly agree ● Agree ● Neutral ● Disagree ● Strongly disagree

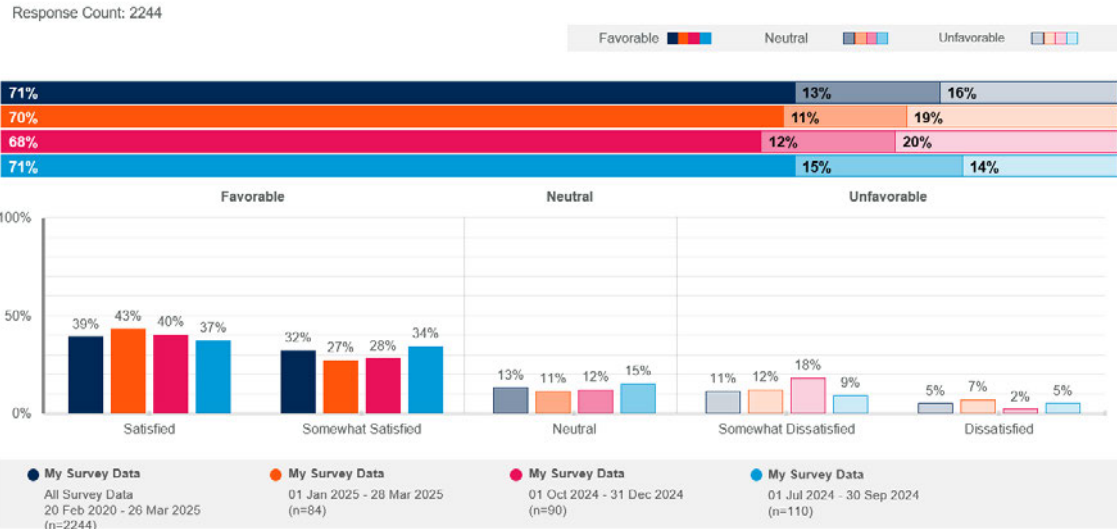


[More details](#)

Overall satisfaction

Time periods: (All time) 20 February 2020 – 26 March 2025; 1 July 2024 – 30 September, 2024; 1 October 2024 – 31 December 2024; 1 January 2025 – 28 March 2025

Overall, how satisfied were you with your employment experience?

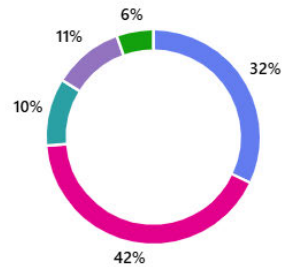


Time period: 1 April 2025 – 16 March 2026

1. Overall how satisfied were you with your experience working at MSD?

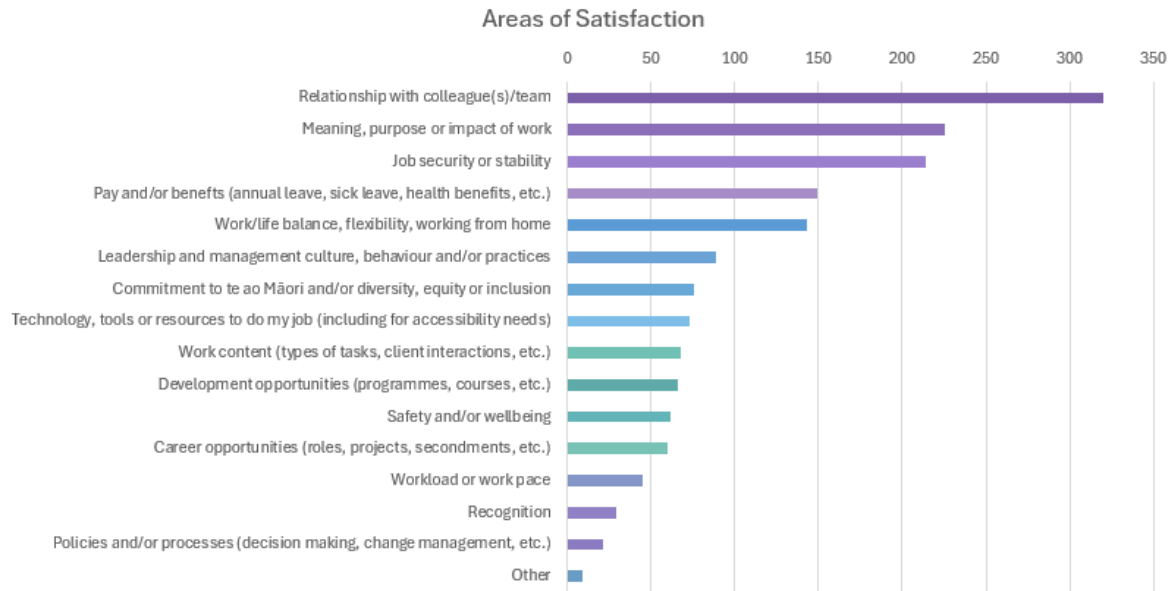
[More details](#)

- Very satisfied (Pai rawa atu) 139
- Somewhat satisfied (Āhua pai) 181
- Neither satisfied nor dissatisfied (Āhua) 44
- Somewhat dissatisfied (Āhua matekiri) 46
- Very dissatisfied (Matekiri rawa atu) 24



Areas of Satisfaction

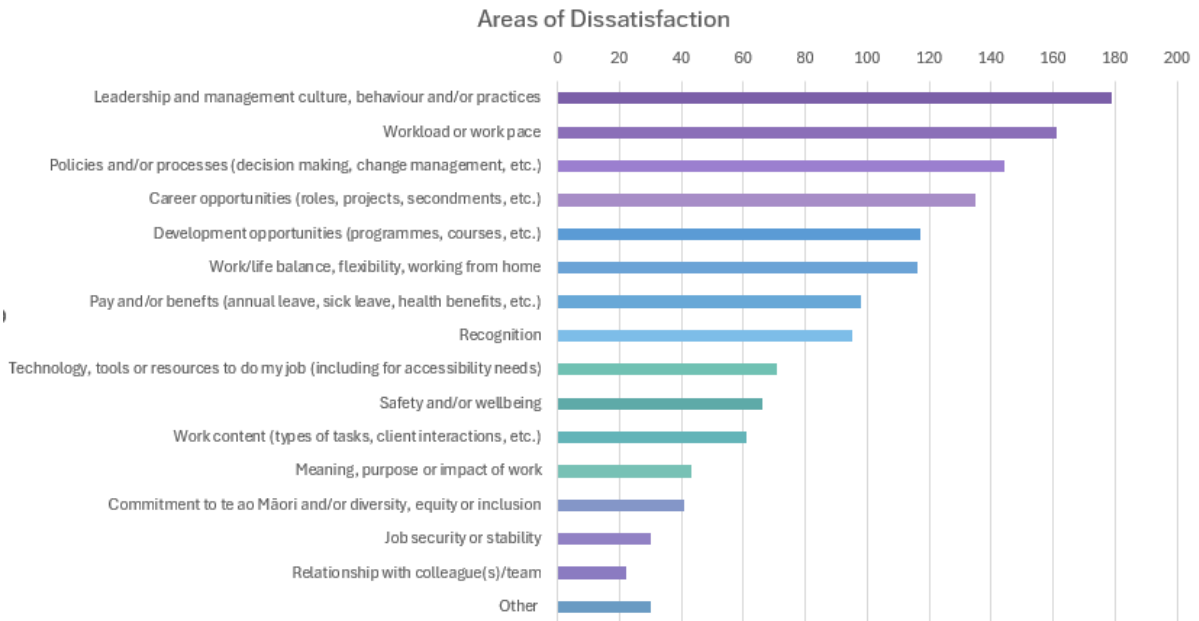
Time period: 1 April 2025 – 16 March 2026



- Other category includes free text responses that may or may not fit within existing response groups but has not been content analysed.

Areas of Dissatisfaction

Time period: 1 April 2025 – 16 March 2026



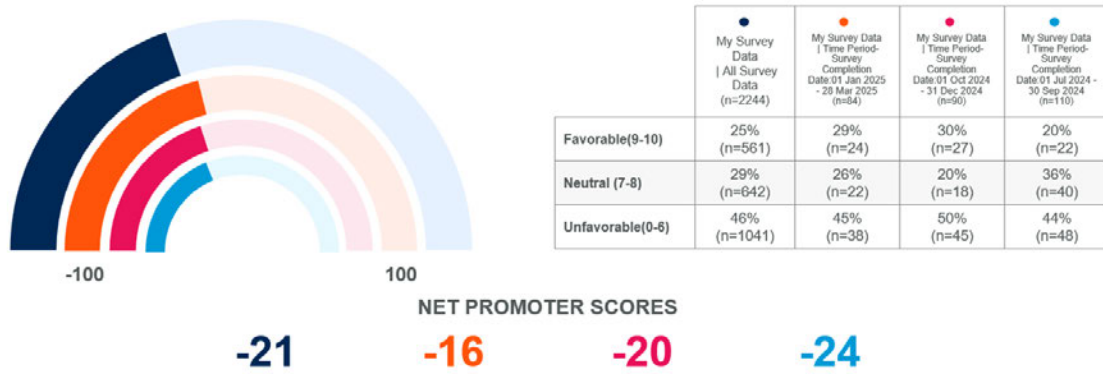
- Other category includes free text responses that may or may not fit within existing response groups but has not been content analysed.

Net Promoter Score

Time periods: (All time) 20 February 2020 – 26 March 2025; 1 July 2024 – 30 September, 2024; 1 October 2024 – 31 December 2024; 1 January 2025 – 28 March 2025

IN-CONFIDENCE
How likely is it that you would recommend this organisation to a friend or colleague as a great place to work?

Response Count: 2244



To calculate the Net Promoter Score (NPS), subtract the unfavorable percentage from the favorable percentage.

10. How likely are you to recommend MSD to friends, family or colleagues as a good place to work?

[More details](#)

Promoters	81
Passives	137
Detractors	215

